SHARE CLASS CONVERSION AND PORTFOLIO MANAGEMENT

USER GUIDE: ALL PRODUCTS, CRA AND CIB PORTFOLIOS

This guide explains how to update your portfolios built for 'All products', Collective Retirement Accounts (CRAs) and Collective Investment Bonds (CIBs), in preparation for our share class conversion process which starts in February 2015.



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INTRODUCTION

From February 2015, we will automatically convert bundled units held in customers' accounts that are on our unbundled charge basis, known as Charge Basis 3, into the unbundled share class of the same fund.

You may have built pre-defined portfolios on the platform which include bundled funds, which these affected accounts may be linked to currently. You will need to update your portfolios and replace the bundled funds with their unbundled version, and we recommend you do this before the conversion process starts. For portfolios built for some specific product types, you will also need to create a duplicate portfolio with the bundled funds remaining so that the Collective Retirement Accounts (CRA) and Collective Investment Bonds (CIB) on Charge Bases 1 and 2 can remain linked to it.

It is possible that a small number of unbundled funds may not be available until just before or during the conversion process, which means you may not be able to include them in your portfolio updates in January and will need to update those specific funds in your portfolios after the conversion has completed. There is a list of funds and the dates they will be converted on our website, http://www.oldmutualwealth.co.uk/shareclassconversion/

You may have portfolios which you no longer use and do not have any clients accounts linked to them. We recommend that you review your portfolios and delete any that are obsolete before updating the portfolios you do use.

This guide explains the process for portfolios built for CRA, CIB and 'All products' portfolios. There are four stages to the process:

- Stage 1 Build a 'dummy' portfolio to which you can link accounts that are not currently linked to any other portfolios, to make the movement of linked accounts easier later in the process.
- Stage 2 Create a new portfolio of bundled funds based on the existing portfolio you are updating, for the CRAs and CIBs on Charge Bases 1 and 2 to stay linked to.
- Stage 3 Amend the original portfolio to replace the bundled funds with their unbundled share class.
- Stage 4 Delete the 'dummy' portfolio built in Stage 1.

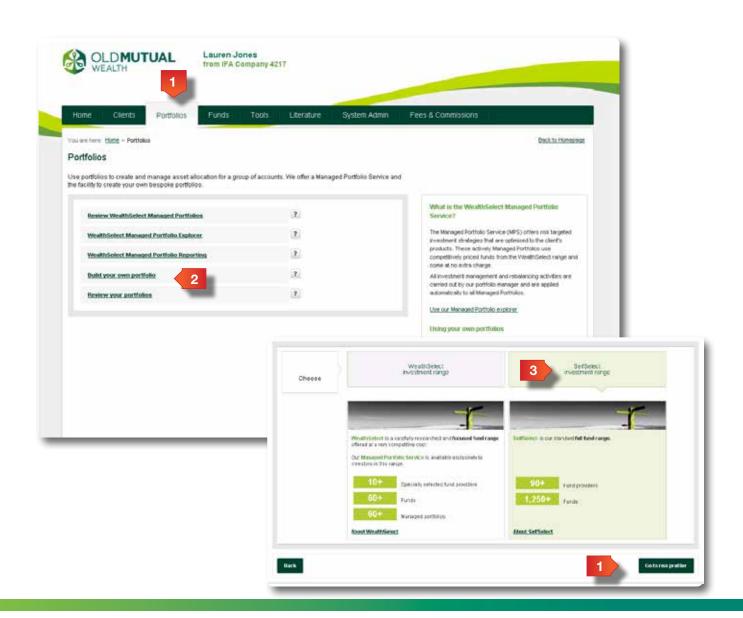
The process for portfolios built for ISAs and Collective Investment Accounts (CIA) is different, and there is a separate user guide for this on our website, entitled 'Share class conversion and portfolio management user guide: ISA and CIA portfolios'.



STAGE 1 - STEP 1

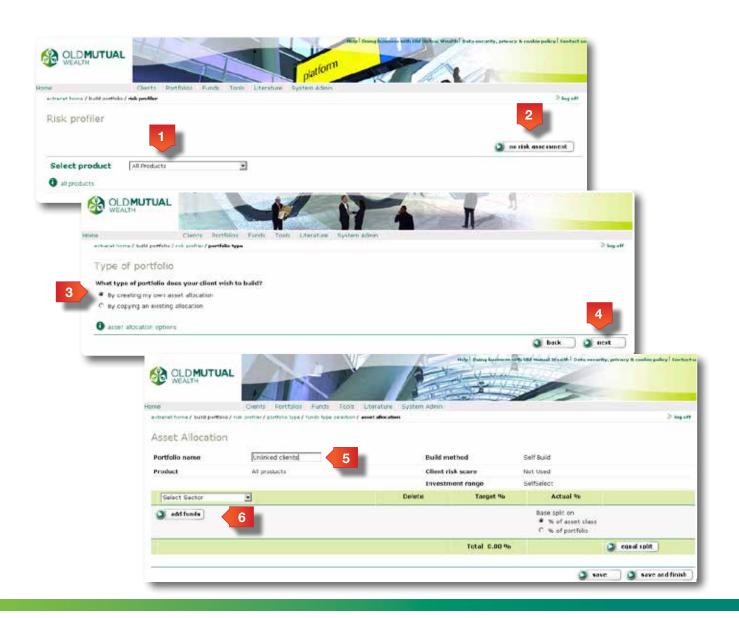
Firstly, we need to build a dummy portfolio to add any accounts that are currently not linked to any portfolios you have, which will make the movement of accounts linked to portfolios much easier later in this process.

- 1. After logging in to the platform, select the 'Portfolios' tab
- 2. Select 'Build your own portfolio'.
- 3. Choose the SelfSelect investment range.
- 4. Select 'Go to risk profiler'.



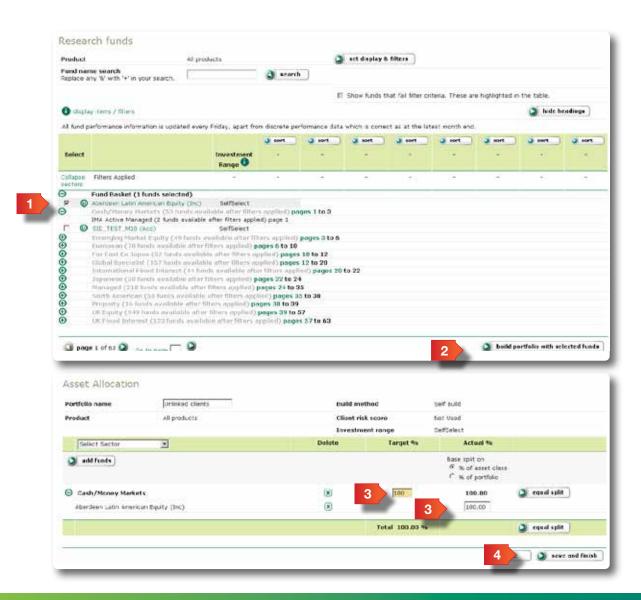


- 1. Select 'All products' from the drop down list.
- 2. Select 'No risk assessment'.
- 3. Choose 'By creating my own asset allocation'.
- 4. Click 'Next'.
- 5. Name the portfolio 'Unlinked clients'.
- 6. Select 'Add funds'.





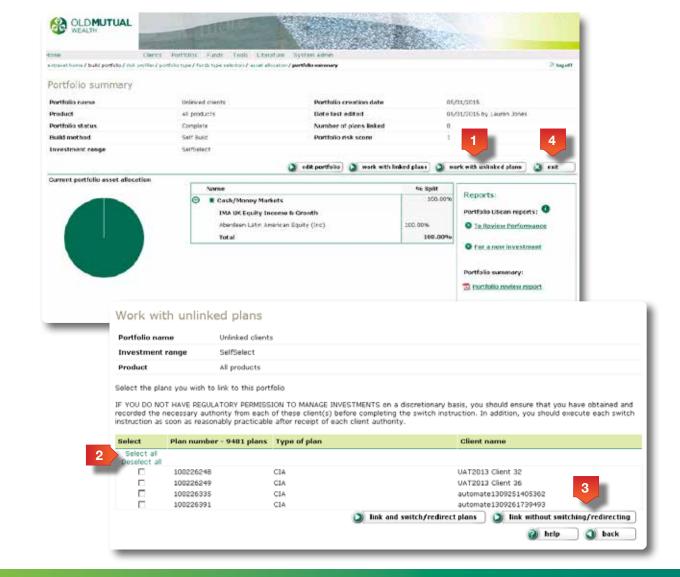
- Choose any bundled fund (without '- U' at the end of the fund name).
- 2. Select 'Build portfolio with selected funds'.
- 3. Enter 100% in the target and actual % fields.
- 4. Select 'Save and finish'.





STAGE 1 - STEP 4

- 1. Select 'Work with unlinked plans'.
- 2. Choose 'Select all'.
- 3. Click 'Link without switching/ redirecting'.
- 4. Select 'Exit'.



Note:

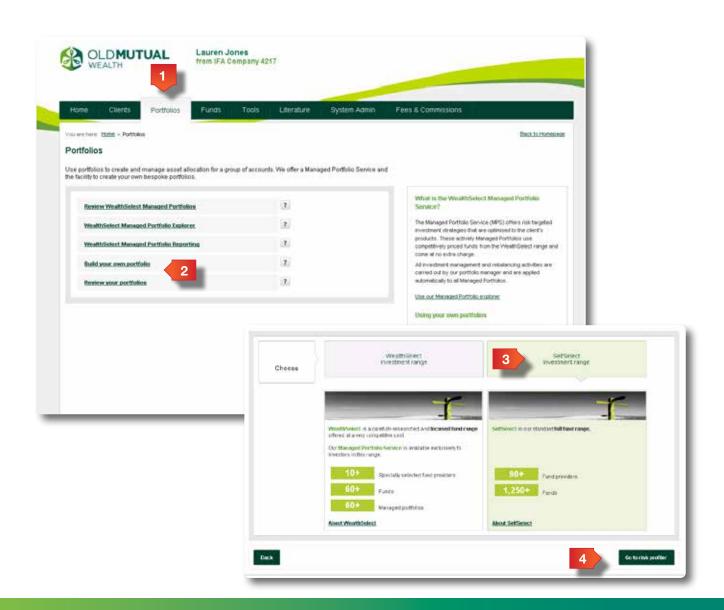
We will return to unlink these accounts later.



STAGE 2 - STEP 1

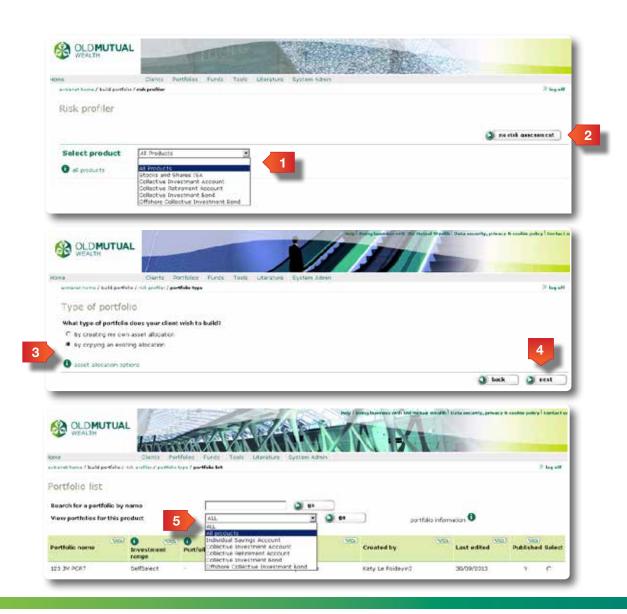
Now we will create a new portfolio based on the existing portfolio you are updating, for the Charge Basis 1 and 2 accounts to stay linked to.

- 1. After logging in to the platform, select the 'Portfolios' tab.
- 2. Select 'Build your own portfolio'.
- 3. Choose the SelfSelect investment range.
- 4. Select 'Go to risk profiler'.



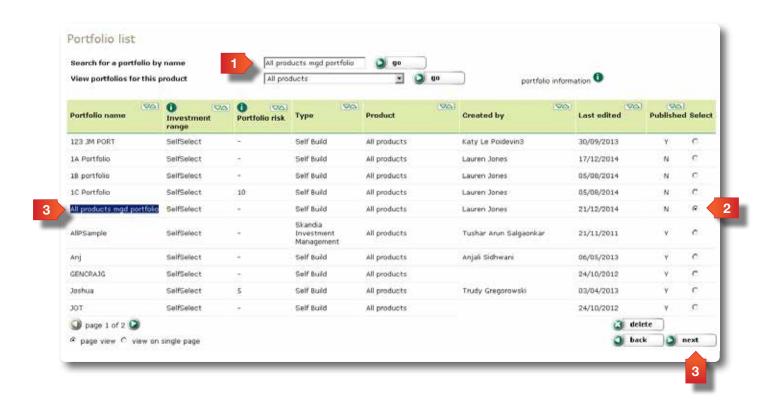


- 1. Pick the same product from the dropdown field as the portfolio you are updating.
- 2. Click 'No risk assessment'.
- 3. Select 'By copying an existing allocation'.
- 4. Click 'Next'.
- 5. Select the same product as the portfolio you are updating from the drop-down field, and click 'Go'.





- Search for the name of the portfolio you are updating, or find it in the list below if you have only a few portfolios.
- 2. Select it.
- 3. Copy the full name of the portfolio.
- 4. Click 'Next'.

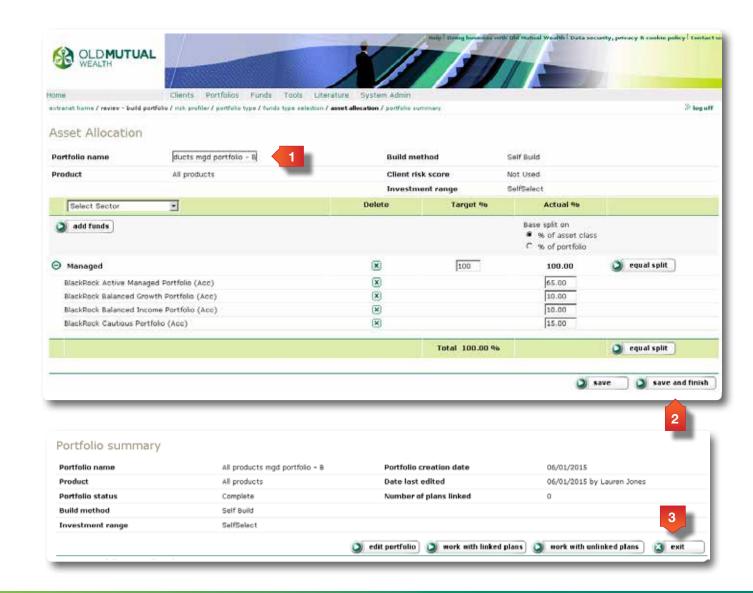




STAGE 2 - STEP 4

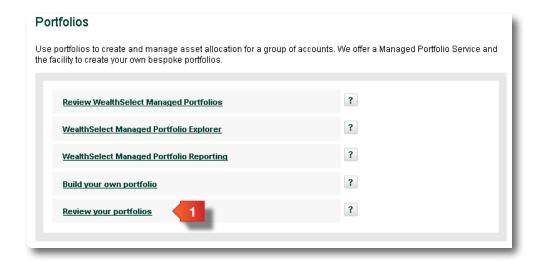
- 1. Paste in the name of the portfolio that you are copying, and add the letter 'B' or 'Bundled' at the end of it to help you identify it as a bundled portfolio later.
- 2. Select 'Save and finish'.
- 3. Select 'Exit'.

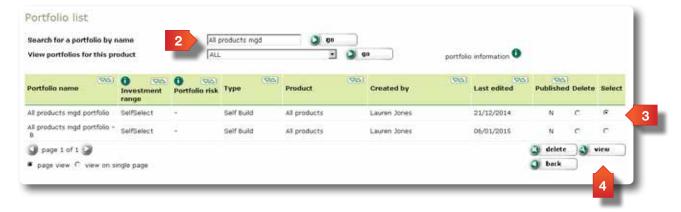
We will return to this portfolio later to link CRA and CIB accounts on Charge Bases 1 and 2.





- 1. Select 'Review your portfolios'.
- 2. Search for the name of the portfolio you are updating, and click '**Go**'.
- 3. Select the original portfolio, without a 'B' or 'Bundled' in the title.
- 4. Click 'View'.



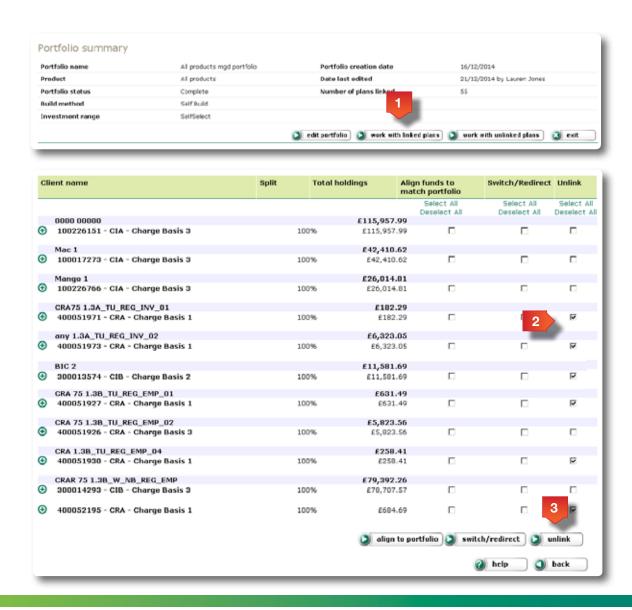




STAGE 3 - STEP 2

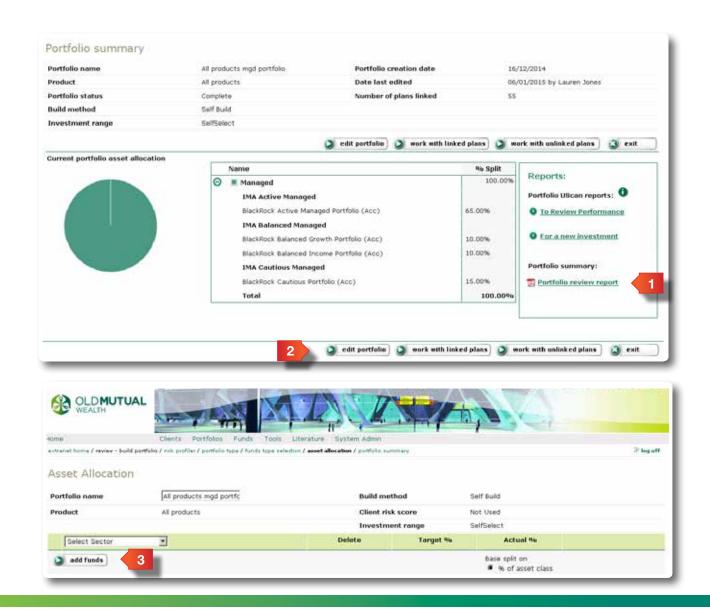
- 1. Select 'Work with linked plans'.
- 2. Tick the box in the 'Unlink' column for any CRAs or CIBs on Charge Basis 1 or 2 that are shown on the list.
- 3. Select 'Unlink' when finished.

These accounts will need to be linked to the bundled version of the portfolio instead, and we will do this later in the process.





- Select the link for the 'Portfolio review report'. It will open in a new window; print a copy to use later, and close it.
- 2. Select 'Edit portfolio'.
- 3. Select 'Add funds'.

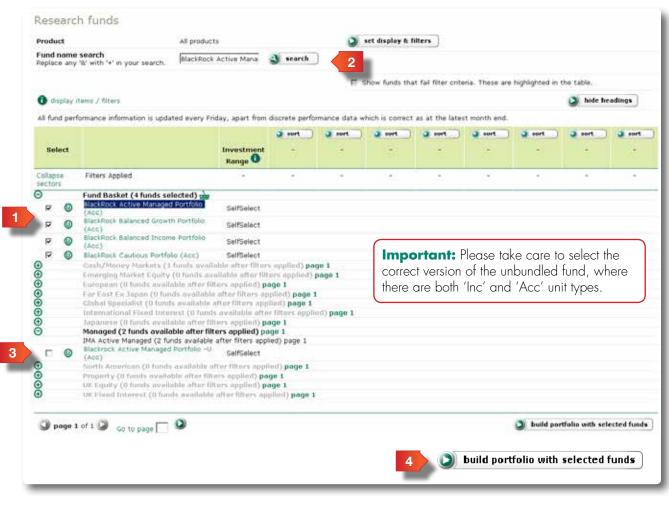




STAGE 3 - STEP 4

You need to replace the bundled funds in the portfolio with their unbundled version.

- The funds that are in the current portfolio are shown in the fund basket.
- 2. Search for the first fund in the basket; you can copy and paste the name of the bundled fund to ensure you pick the correct one.
- 3. Select the unbundled version of the fund (see the 'Tip' below) by ticking the box next to it. It will move up to the fund basket.
- 4. Repeat for each of the bundled funds, and select 'Build portfolio with selected funds' when finished.



Tip:

Unbundled funds can be identified by the U at the end of their name.

BlackRock Active Managed Portfolio -U (Acc)

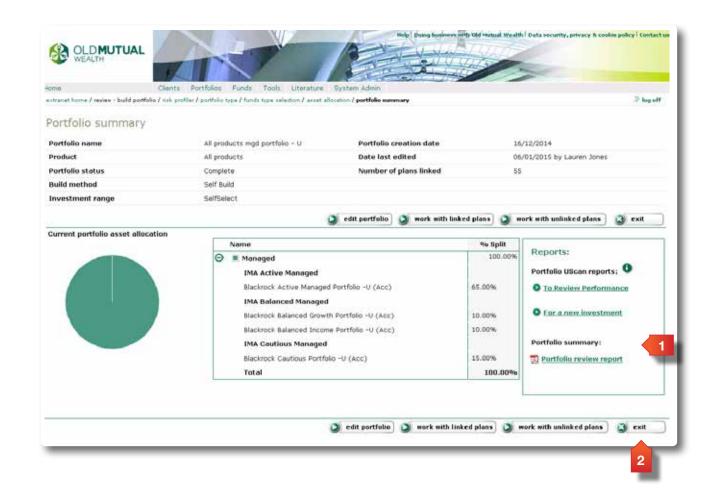


- 1. In the portfolio name field, add the word 'Unbundled' or 'U' to the end of the portfolio name, so you can identify it as an unbundled portfolio.
- 2. Enter the same fund percentages for the unbundled funds that are in the bundled version.
- 3. Delete the bundled funds by selecting the cross icon to the right of their name.
- 4. Select 'Save and finish'.



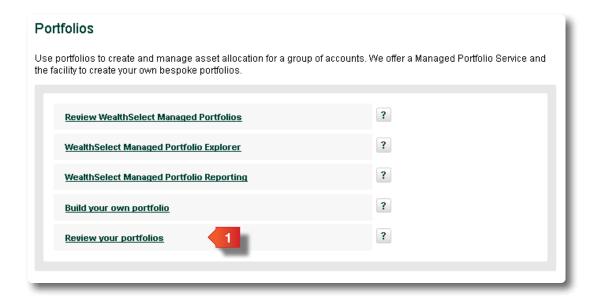


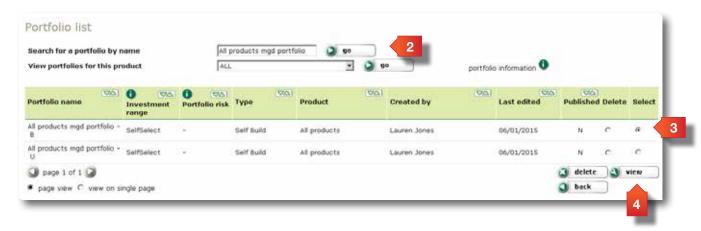
- 1. Select the link for the 'Portfolio review report', it will open in a new window. Compare it to the version you printed earlier to check you have replaced all bundled funds with their unbundled share class. Print off a copy for your records if you wish.
- 2. Select 'Exit'





- 1. Select 'Review your portfolios'.
- 2. Search for the name of the portfolio you are updating, and click 'Go'.
- 3. Select the bundled version of the portfolio.
- 4. Click 'View'.





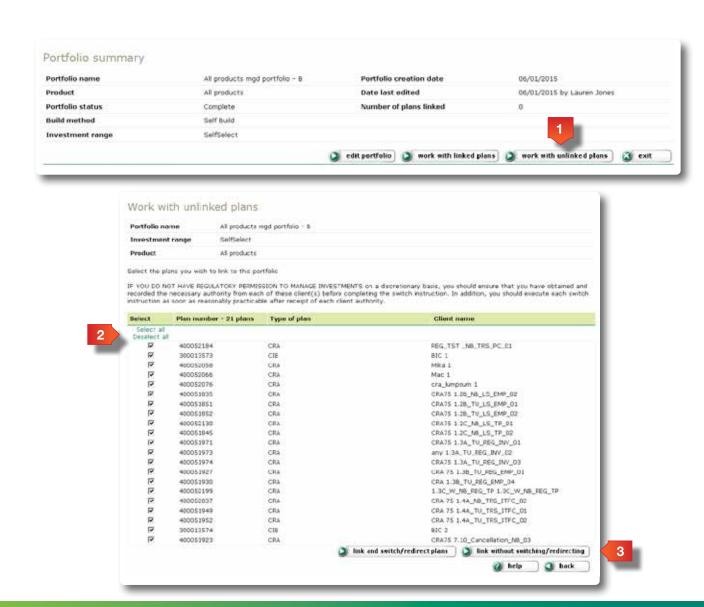


STAGE 3 - STEP 8

- 1. Select 'Work with unlinked plans'.
- 2. All of the CRAs/CIBs on Charge Bases 1 and 2 that you unlinked from the unbundled portfolio are listed. Click 'Select all'.
- 3. Select 'Link without switching/ redirecting'.

You have now completed the work required for this portfolio, and can move onto the next portfolio that requires updating.

Repeat the steps from Stage 2 onwards, and move on to Stage 4 on the following page once you have completed the updates to all of your portfolios.





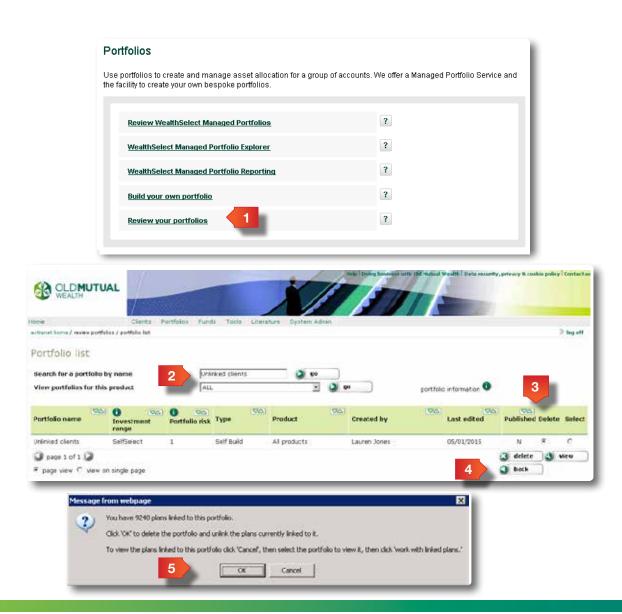
STAGE 4

When you have completed the updates to all of your portfolios, you need to delete the portfolio that you built at the start of the process, to which all previously unlinked accounts are now linked.

- 1. Select 'Review your portfolios'.
- 2. Search for 'Unlinked clients' and click 'Go'.
- 3. Select the portfolio in the 'Delete' column.
- 4. Click 'Delete'.
- 5. A message will display to request confirmation of the deletion. Click '**OK**'.

The accounts that were linked to the portfolio will be automatically unlinked when it is deleted.

You have now completed all of the work required.





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